

**LOK SABHA
STARRED QUESTION NO. 78
TO BE ANSWERED ON 21ST NOVEMBER, 2016**

IRREGULARITIES BY AUTHORISED AGENTS/DEALERS

***78. SHRI RAGHAV LAKHANPAL:**

पैट्रोलियम और प्राकृतिक गैस मंत्री

Will the Minister of PETROLEUM & NATURAL GAS be pleased to state:

- (a) whether the Government/ Oil Marketing Companies (OMCs) including the Bharat Petroleum Corporation Limited have received a number of complaints of irregularities being committed by their authorised agents/ dealers during the last three years and the current year;
- (b) if so, the nature of such complaints received, and follow-up corrective action taken during the above period year-wise and OMC-wise;
- (c) the action taken by the Government over such complaints including the number of cases of irregularities/ malpractices established/proved to be true during the said period and the number of persons/ dealers penalised/suspended in such cases, OMC and case-wise;
- (d) the number of cases pending at present on which action is yet to be taken along with the reasons therefor and the steps being taken for expeditious settlement of such cases; and
- (e) the detail of surprise inspections conducted during the above period along with corrective steps taken by the Government to check such irregularities/ malpractices?

पैट्रोलियम और प्राकृतिक गैस मंत्रालय में राज्य मंत्री (स्वतंत्र प्रभार) (श्री धर्मेन्द्र प्रधान)

**MINISTER OF STATE (INDEPENDENT CHARGE) IN THE MINISTRY OF PETROLEUM &
NATURAL GAS (SHRI DHARMENDRA PRADHAN)**

(a) to (e): A statement is laid on the Table of the House.

Statement referred to in reply to Lok Sabha Starred Question No.78 asked by Shri Raghav Lakhanpal for answer on 21.11.2016 regarding 'Irregularities by Authorised Agents/Dealers'.

(a) & (b) : Public Sector Oil Marketing Companies (OMCs) have reported that complaints regarding irregularities/malpractices at ROs received from the customers during the last three years and current year (April – September, 2016) have been disposed off/closed. Details of number of complaints with nature of complaints received by the Government /OMCs are given at Annexure-I :

(c) & (d) : OMCs have reported that in regard to minor complaints against RO dealers which are not covered under Marketing Discipline Guidelines (MDG), dealers have been suitably counseled and for complaints covered under the MDG, the action of suspension of sales and supplies, imposing penalty etc. has been taken by OMCs, wherever warranted. OMC-wise details of the same are at Annexure-II

(e) : OMCs undertake regular and surprise inspection of Retail Outlets and take action under the provisions of MDG and Dealership Agreements against the outlets found indulging in irregularities/malpractices. The MDG provides for termination of outlets in the first instance for serious malpractices and graded penalties for other malpractices/irregularities. The Motor Spirit and High Speed Diesel (Regulation of Supply, Distribution and Prevention of Malpractices) Order, 2005 issued by the Central Government under Essential Commodities Act, 1955 provides for punitive action also against malpractices such as adulteration. Several initiatives to prevent irregularities in Retail Outlets have been taken that include Automation of Retail Outlets, Third Party Certification of Retail outlets and Monitoring of movement of tank trucks through Global Positioning System (GPS). State/OMC-wise detail of inspections carried out at Retail Outlets during last three years and current year up to September, 2016 is annexed as Annexure-III.

Annexure referred to in reply to Parts (a) and (b) of Lok Sabha Starred Question No.78 asked by Shri Raghav Lakhanpal for answer on 21.11.2016 regarding 'Irregularities by Authorised Agents/Dealers'.

1. Indian Oil Corporation Limited (IOCL) :

Nature of Complaints	2013-14		2014-15		2015-16		Apr-Sep'16	
	Received	Resolved	Received	Resolved	Received	Resolved	Received	Resolved
Adulteration	129	129	143	143	322	322	168	168
Short Delivery	379	379	335	335	484	484	433	433
Overcharging	50	50	97	97	288	288	104	104
Rude behaviour	78	78	68	68	271	271	132	132
Poor Service	374	374	438	438	839	839	715	715
Miscellaneous	318	318	394	394	1430	1430	375	375
Total	1328	1328	1475	1475	3634	3634	1927	1927

2. Bharat Petroleum Corporation (BPCL) :

Nature of complaints	2013-14		2014-15		2015-16		2016-17(April-Sept.)		Total	
	Received	Resolved	Received	Resolved	Received	Resolved	Received	Resolved	Received	Resolved
Adulteration	83	83	71	71	247	247	126	126	527	527
Short delivery	253	253	328	328	537	537	130	130	1248	1248
Overcharging	49	49	148	148	311	311	145	145	653	653
Rude behaviour	241	241	521	521	2095	2095	434	434	3291	3291
Poor service	381	381	688	688	1771	1771	451	451	3291	3291
Miscellaneous	1331	1331	1679	1679	4851	4851	1015	1014	8876	8875
TOTAL	2338	2338	3435	3435	9812	9812	2301	2300	17886	17885

3. Hindustan Petroleum Corporation Limited (HPCL) :

Nature of complaints	2013-14		2014-15		2015-16		2016-17(April-Sept.)		Total	
	Received	Resolved	Received	Resolved	Received	Resolved	Received	Resolved	Received	Resolved
Adulteration	168	168	185	185	239	239	206	205	798	797
Short delivery	474	474	467	467	587	587	400	400	1928	1928
Overcharging	153	153	179	179	241	241	122	122	695	695
Poor Service	469	469	449	449	551	551	379	379	1848	1848
Miscellaneous	1221	1221	1070	1070	1348	1348	820	820	4459	4459
TOTAL	2485	2485	2350	2350	2966	2966	1927	1926	9728	9727

Annexure referred to in reply to Parts (c) of Lok Sabha Starred Question No.78 asked by Shri Raghav Lakhanpal for answer on 21.11.2016 regarding 'Irregularities by Authorised Agents/Dealers'.

1. Indian Oil Corporation Limited (IOCL) :

Action taken against Customer Complaints received during last three years and current year (April – Sept.2016)							
Year	Sr. No.	Dealership Name	Location	District	State	Nature of irregularities	Action as per MDG
2013-14	1	Alok Filling Station	Tilmapur	Varanasi	UP	Complaint of Delivery of less quantity of Petrol. Based on the complaint a surprise inspection of the Retail Outlet was carried out on 14.08.2013 by a team of two officers. Short delivery was established and delivery suspended from the MS Dispensing unit.	Action taken as per MDG 2012. As it was the 1st instance, warning letter issued to RO dealer. DU recalibrated by W & M Deptt. before resumption of sales from the dispensing unit.
	2	Geeta Filling Station	Sonamukhi	Bankura	WB	Over charging of MS on 01.05.13	Sales and supplies were suspended for 15 days from 04.07.13 to 18.07.13 as per MDG 2012.
	3	M/s Teesta Filling Station	Dinhata	Coochbehar	WB	Unauthorised fittings in DU	Terminated 04.08.2016
	4	Tijara Filling Station	Tijara	Alwar	Rajasthan	Tempering in control card of Midco DU detected on 27.05.13.	Terminated on 06.03.2014
2014-15	5	GURDIAL SINGH & SONS	SECTOR 22, Chandigarh	Chandigarh	Chandigarh	1. RECORDS PERTAINING TO SERVICE TAX RETURNS. NOT AVAILBLE. 2. DSR / DENSITY REGISTER/ CHALLAN NOT AVAILABLE	PENALTY OF RS 35000
2015-16	6	M/s Balwinder singh and sons	Kotkpura	Faridkot	Punjab	Delivery of MS in bottles	Warning Letter was issued to RO on 8.9.15

	7	Sisir Dutta Filling Centre	Indas	Bankura	WB	MS sample failure	File under process
	8	Sanjoy Auto Care	Saria	Purba Medinipur	WB	MS sample failure	Terminated vide letter dated 27.10.2016.
	9	Krishna KSK	Bhabrana	Udaipur	Rajasthan	Density variation & Stock variation in positive beyond permissible limits detected on 21.06.15.	Supplies suspended. PENDING-(Investigation is on)
2016-17	10	Hans Raj Doomra & Sons	Malout	Muksar	Punjab	Negative stock variation	Fact finding letter issued to dealer. PH carried out, note in process for acceptance of reply
	11	Monal KSK	Kamru	Kinnaur	HP	Overcharging in HSD	sales suspended for 15 days wef 28.03.2016
	12	G R Baweja & Sons	Paonta Sahib	Sirmaur	HP	Not providing Customer Complaint Book on request by Customer	Warning Letter issued in May'16.
	13	Jai Chambal F/Station	Kota	Kota	Rajasthan	Refusal for use of Fleet Card complaint received on 19.04.16.	Fine of Rs.5000/- imposed on account of Xtrapower MDG on 06.07.16

2. Bharat Petroleum Corporation (BPCL) :

Action taken against Customer Complaints received during last three years and current year (April – Sept.2016)

Sr. No.	Year	Dealership Name	Location	District	State	Nature of irregularities	Action as per MDG
1	2013-14	Parmar Tradelink	Drive-In Road	Ahmedabad	Gujarat	Short delivery	Fine of Rs. 10000/- collected
2	2013-14	Kinjal Petroleum	Bopal	Ahmedabad	Gujarat	Overcharging	Fine of Rs. 10000/- collected
3	2013-14	Ram Dial Ram Parshad	Sirsa city	Sirsa	Haryana	Discourteous behaviour	Warning letter issued
4	2013-14	Jai Shree Balaji Filling Station	Darba Kalan	Sirsa	Haryana	Petrol machine not working properly, Short delivery, refused to give complaint register, discourteous behaviour	Warning letter issued

5	2015-16	V.R. Filling Station	Vikas Nagar	Kanpur	UP	Non availability of reference density, stock variation beyond permissible limit. Non provision of facilities like clean toilet, First aid box	Suspension of sales & supply for 30 days & Fine of Rs.10000/- collected
6	2016-17	Kewalram Rameshwar	Shegaon	Buldhana	Maharashtra	Non provision of First Aid Box	Warning letter issued

3. Hindustan Petroleum Corporation (BPCL) :

Action taken against Customer Complaints received during last three years and current year (April – Sept.2016)							
SR. NO.	Year	Name of Dealer	Location	District	State	Nature of Irregularities / Complaint	MDG Action Taken
1	2013-14	Karstile Auto garage	B C Road	Jammu	J&K	Short Delivery	Penalty imposed
2	2013-14	Ganapati Filling Station	Subash Nagar	Jammu	J&K	Air Facility not working	Penalty imposed
3	2013-14	C R HP Fuels	Channi Himmat	Jammu	J&K	Name of Sales Officer, Contact Number not displayed	Penalty imposed
4	2013-14	Kekan Petrol Junction	PUNE	Pune	Maharashtra	Short Delivery	Penalty imposed
5	2013-14	Rahim Service Station	PUNE	Pune	Maharashtra	Short Delivery	Penalty imposed
6	2013-14	Varshman Auto	Vasind	Thane	Maharashtra	Non availability of Free Air	Penalty imposed
7	2013-14	COCO Sular	Sular	Coimbatore	TN	Air Tower non operational	Penalty imposed
8	2014-15	M/s Jain Auto Service	Amanaka	Raipur	CHHATTISGARH	Non-maintenance of complaint book and non-provision of same to customer, non-availability of air facility	Penalty imposed

9	2014-15	KAPOOR SERVICE STATION	GOKULPUR	DELHI	DELHI	Complaint Type: Air facility was not available at 9:15 PM on 12th August 2014.	Penalty imposed
10	2014-15	BATRA CAR CARE	HAMAYUN ROAD	DELHI	DELHI	Complaint Type: Air facility was not available at the outlet on 13.07.2014 at about 4:45 PM	Penalty imposed
11	2014-15	Ganapati Filling Station	Subash Nagar	Jammu	J&K	Zero Not shown before commencing delivery	Penalty imposed
12	2014-15	Dayavanti & Sons	Gandhi Nagar	Jammu	J&K	Short Delivery	Penalty imposed
13	2014-15	Western petroleum	Vikroli	Mumbai	Maharashtra	Air Facility Not provided to Customer	Penalty imposed
14	2014-15	BHARATPUR H P CENTRE DHO	BHARATPUR	BHARATPUR	Rajasthan	Refused to fill complainant vehicle	Penalty imposed
15	2015-16	Asif Service Station	Hyderpora	Srinagar	J&K	Air Facility not working	Penalty imposed
16	2015-16	Pine Filling Station	Udhampur	Udhampur	J&K	Air Facility not working	Penalty imposed
17	2015-16	Jay Kay Gas CO	Gandhi Nagar	Jammu	J&K	Complaint Book Not available	Penalty imposed
18	2015-16	Ganapati Filling Station	Subash Nagar	Jammu	J&K	Zero Not shown before commencing delivery	Penalty imposed
19	2015-16	Maa Petroleum	Arjuni Morgaon	Gondia	Maharashtra	1. Overcharging 2. Non provision of Free Air	Suspension of Sales and Supplies for 15 days . Penalty imposed. Warning letter issued to Dealer
20	2015-16	Bhatia Service Station	Nagpur	Nagpur	Maharashtra	Overcharging	Penalty imposed
21	2015-16	Sai Krishna Petroleum	Ashtegaon	Ahmednagar	MH	Non-availability of Toilet Facility	Penalty imposed

22	2015-16	Shri Sai Petroleum	Adul	Aurangabad	MH	Overcharging	Suspended Sales & Supplies for 15 days
23	2015-16	Shri Om Petroleum	Sultanpur	Aurangabad	MH	Overcharging	Suspended Sales & Supplies for 15 days
24	2015-16	M/s Guru Jambeshwar Petro Services	Jaipur City	Jaipur	Rajasthan	Non Availability of Free Air	Penalty imposed
25	2015-16	M/s Tonk Road Service Station	Jaipur City	Jaipur	Rajasthan	Short Delivery	Penalty imposed
26	2016-17	BSV Bros	Sathyamangalam	Erode	TN	Not allowed to use toilet	Penalty imposed
27	2016-17	NeelKanth F/s	Paontasahib	Sirmaur	HP	Toilet facility not made available to Customer	Penalty imposed
28	2016-17	G S Petroleum	Gadi Garh	Jammu	J&K	Suspected Adulteration	Complaint under investigation
29	2016-17	Durga Filling Station	Udhampur	Udhampur	J&K	Air Facility not working	Penalty imposed
30	2016	Shinde Petroleum	Bavdhan	Pune	Maharashtra	Short Delivery	Penalty imposed
31	2016-17	M/s Guru Jambeshwar Petro Services	Jaipur City	Jaipur	Rajasthan	Short Delivery	Penalty imposed
32	2016-17	Isnapur Filling Station	Isnapur	Medak	Telangana	No water facility in Toilet	Penalty imposed
33	2016-17	Rengasamy Agencies	Othakadai	Erode	TN	Air Tower non operational	Penalty imposed

Annexure-III					
Annexure referred to in reply to Parts (e) of Lok Sabha Starred Question No.78 asked by Shri Raghav Lakhanpal for answer on 21.11.2016 regarding 'Irregularities by Authorised Agents/Dealers'.					
State/OMC-wise number of inspections carried out during the last three years and the current year (April to September, 2016).					
		BPCL	HPCL	IOCL	Total
1	A&N Islands	0	0	246	246
2	Andhra Pradesh	11011	12804	14298	38113
3	Arunachal Pradesh	83	0	469	552
4	Assam	1359	1138	6346	8843
5	Bihar	6678	5756	16097	28531
6	Chandigarh	130	277	385	792
7	Chattishgarh	1499	3654	5271	10424
8	D & N Haveli	41	0	127	168
9	Daman and Diu	59	0	165	224
10	Delhi	1455	1512	2999	5966
11	Goa	544	335	414	1293
12	Gujarat	7266	5560	16307	29133
13	Haryana	4008	7450	18084	29542
14	Himachal Pradesh	623	1455	2845	4923
15	Jammu and Kashmir	1092	1433	2739	5264
16	Jharkhand	3518	3144	8226	14888
17	Karnataka	11260	9724	19704	40688
18	Kerala	5502	5667	10386	21555
19	Lakshadweep	0	0	0	0
20	Madhya Pradesh	7612	7986	14975	30573
21	Maharashtra	17132	17346	24031	58509
22	Manipur	118	0	813	931
23	Meghalaya	428	318	1321	2067
24	Mizoram	15	41	195	251
25	Nagaland	86	31	372	489
26	Orissa	4703	4035	9283	18021
27	Puducherry	377	367	595	1339
28	Punjab	6228	9507	23644	39379
29	Rajasthan	8054	6167	20950	35171
30	Sikkim	259	91	246	596
31	Tamil Nadu	17216	12019	25047	54282
32	Telangana	5295	5230	11016	21541
32	Tripura	14	0	515	529
33	Uttar Pradesh	9869	14981	45631	70481
34	Uttarakhand	1242	2149	3320	6711
35	West Bengal	6439	6687	15700	28826
	Total	141215	146864	322762	610841

